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Introduction

The purpose of this document is to provide an overview of the ISO applications access submission instructions. There are two different submission methods: (1) CIDI, (2) Web to CIDI Interface page. POCs that have access to CIDI can submit an application access request through CIDI. POCs that do not have access to CIDI can only submit an application access request through the Web to CIDI Interface web page.

To submit an Application Access Request Case, the requester must be an authorized application access point of contact (POC) for the requesting company/entity. The POC must utilize the appropriate system (CIDI or web page) and applicable form(s), entering all required information.

Should you have any questions, you can contact your company’s ISO Client Representative.
Basic Application Access Acronyms

<table>
<thead>
<tr>
<th>Acronyms</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>AARC</td>
<td>Application Access Request Case</td>
</tr>
<tr>
<td>RARC</td>
<td>Revoke Access Request Case</td>
</tr>
<tr>
<td>AARF</td>
<td>External User Application Access Request Form</td>
</tr>
<tr>
<td>RARF</td>
<td>Revoke Access Request Form (this form is now retired)</td>
</tr>
<tr>
<td>CIDI</td>
<td>Customer Inquiry Dispute and Information System</td>
</tr>
<tr>
<td>POC</td>
<td>Application Access Point of Contact</td>
</tr>
<tr>
<td>IMS</td>
<td>Issue Management System (predecessor to CIDI)</td>
</tr>
<tr>
<td>AIM</td>
<td>Access Identity Management System</td>
</tr>
</tbody>
</table>
Application Access Forms
The following forms provide a means for external companies’ authorized POCs to submit access (or revocation) requests to the available ISO tools (applications, systems, web sites, etc.).

External User Application Access Request Form (AARF)
- Request that access for the specified users’ and ISO tools be added or removed.

Integration Application Access Request Form (AARF)
- Request that certificate based access for the specified server and ISO tools be added.

Application Access Submission Methods

CIDI
This is an application that provides a method for POCs who are CIDI users to submit online requests.

Application Access Request Case (AARC)
- Used to add or remove users’ access to the ISO tools that are specified in the External User Application Access Request Form (AARF) attached to the AARC record.
- Used to add or remove server access to the ISO tools that are specified in the Integration Application Access Request Form (AARF) attached to the ARRC record.

ISO Application Access Requests by Non-CIDI Users:
This is a web page which provides a method for POCs who are not CIDI users to submit online requests. The data entered is transmitted to CIDI and the applicable CIDI case is created. There are two types of requests that can be submitted via this web page.

1. Grant or Remove User Application Access
- Used to add or remove users’ access to the ISO tools that are specified in the External User Application Access Request Form (AARF) attached to the web page.
- Creates a CIDI AARC record.

2. **Grant or Remove Integration Application Access**
   - Used to add or remove server access to the ISO tools that are specified in the *Integration Application Access Request Form* (AARF) attached to the web page.
   - Creates a CIDI AARC record.
External User Application Access Request Form (AARF)

Purpose
Please fill out this form if you need to obtain a digital certificate and/or request for ISO applications.

Description
This is the standard document to obtain and/or request for ISO Digital certificate applications for multiple users.

Instructions
Sections 1 and 2 must be completed for all requests.

Section 3 is optional. This is a field to add additional notes.

For Section 4, please note applications that are highlighted may require supplemental documentation such as a “Non-Disclosure Agreement (NDA)” form or an “Access Control List (ACL)” form. Please be sure to include the necessary supplemental form; otherwise, the request may either be delayed, or rejected.

Section 5 is reserved for Demand Response System (DRS) request(s).

Section 6 is reserved for Customer Inquiry Dispute and Information (CIDI) and System Dispute System (SDS). In addition, you can request for a user to become a CIDI-POC; however, you must submit a POC Agreement Form prior to requesting this access.

Section 7 contains information on how to obtain SFTP access.

Section 8 contains information on how to submit the AARF.

For CIDI POC(s), please complete the excel form and submit it through CIDI via an Application Access Request Case (AARC) Submission Form.

For Non-CIDI POCs), please click on the link located in Section 8 to submit your request.
Integration Application Access Request Form

Purpose

Please fill out this form if you need request for an Integration application certificate to obtain server access.

Description

This form allows user(s) to request for an integration application for ADS, SLIC, CMRI, SIBR, PIRP, Master File, and/or DRS.

Instructions

Sections 1 and 2 must be completed for all requests.

Section 3, Certificate Common Name must begin with your SCID, followed by a space, then the desired name such as "SCID AccessServer."

Section 4, select the application and resource information.

Section 5, Demand Response System (Optional)

Section 6 contains information on how to obtain SFTP access.

Section 7 contains information on how to submit the Integration AARF.

For CIDI POC(s), please complete the excel form and submit it through CIDI via an Application Access Request Case (AARC) Submission Form.

For Non-CIDI POCs), please click on the link located in Section 7 to submit your request.
Revoke Access Request Form (RARF)

Instructions:

REVOKING USERS MUST NOW BE PROCESSED BY POCS THROUGH THE ACCESS IDENTITY MANAGEMENT SYSTEM (AIM)

1. Log into AIM via the ISO Portal

2. Follow the instructions in the AIM User Guide for Revoking a User

3. If you do not have AIM access please email an updated POC Request Form to POCRequests@caiso.com to obtain access.
CIDI Submittal
CIDI Submittal – List of Case Views

<table>
<thead>
<tr>
<th>No.</th>
<th>Case Views</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>_AARC (POC)</td>
<td>This view allows you to pull up a list of all the AARC cases.</td>
</tr>
</tbody>
</table>
CIDI Submittal - AARC (POC) View

The “_AARC (POC)” view consists of the following columns: Case Number, AARC-RARC Status, Case Record Type, Date Opened, Subject, Contact Name, and Client Rep. This view allows you to pull up a list of all the AARC cases.
CIDI Submittal - Creating a new AARC Case

1. Log into CIDI

2. Click on the **Cases** tab

3. Next, click “Create New…” and a drop down box for Case will appear.

4. Click on **Case**
CID1 Submittal – Creating New AARC Case in (cont’d)

Note: If you are requesting access for a new or existing user, you will need to create an AARC.

5. For Record Type of new record, select Application Access Request Case (AARC) Submission Form

6. Click Continue
7. Click on the AARF Forms link for the latest version. Fill out the appropriate AARF (Regular AARF / Integration AARF) and save it on your local drive.

8. Enter a subject line.

9. Enter a brief description.

10. Enter an additional email to be included for this application request.

11. Click on Browse to attach the AARF.

12. Click Submit.
CIDI Submittal – AARC Status Types

After submitting new AARC case AARC Status will be identified on this screen. Status types are listed below.

<table>
<thead>
<tr>
<th>Status</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted</td>
<td>An AARF document was submitted</td>
</tr>
<tr>
<td>In Progress</td>
<td>The AARF is under review</td>
</tr>
<tr>
<td><strong>Awaiting Client Response</strong></td>
<td>Additional information is needed</td>
</tr>
<tr>
<td>Approved</td>
<td>The AARF has been approved and is being provisioned</td>
</tr>
<tr>
<td>Rejected</td>
<td>Access denied</td>
</tr>
<tr>
<td>Completed</td>
<td>All tasks complete</td>
</tr>
<tr>
<td><strong>Completed with Exceptions</strong></td>
<td>Some access may not have been granted, explained in the comments field</td>
</tr>
</tbody>
</table>
## CIDI Submittal – Application Status Types

<table>
<thead>
<tr>
<th>Status</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested</td>
<td>Application was checked on the AARF document</td>
</tr>
<tr>
<td>Requires Additional Info</td>
<td>Additional information is needed</td>
</tr>
<tr>
<td>Reviewed – Production</td>
<td>Access to “production” application has been approved.</td>
</tr>
<tr>
<td>Reviewed – Non-Production</td>
<td>Access to “non-production” application* has been approved.</td>
</tr>
<tr>
<td>Denied – Production</td>
<td>Access to “production” application has been denied. See comments field.</td>
</tr>
<tr>
<td>Denied – Non-Production</td>
<td>Access to “non-production” application* has been denied. See comments field.</td>
</tr>
<tr>
<td>Completed – Production</td>
<td>Access has been granted (or removed) for a specific application</td>
</tr>
<tr>
<td>Completed – Non-Production</td>
<td>Access has been granted (or removed) for a specific application in non-production (i.e. market simulation)</td>
</tr>
</tbody>
</table>
CIDI Submittal – Logout

Logout once you are done

Click here to Logout
CIDI Submittal – Submitting Case Comments

When AARC Status states that it is “Awaiting Client Response,” POC will need to do the following:

1. Go to the Case Comments section and click on the New button

2. Comment field will appear for POC to provide a response.

3. Click Save
Web to CIDI Interface
Web to CIDI Interface - Non-CIDI POC

If you are a Non-CIDI POC, please provide the required information and attachment(s) in the Web to CIDI Interface page; otherwise, referred to as the Access Request Submittals for Non-CIDI Users page.

Non-CIDI POC(s) will not be able to go into CIDI to review their application request status. Instead, an email notification will be generated to the user(s) when an update has been made to the request.

For questions relating to Point of Contact (POC) designation, please send an email to POCRequests@caiso.com.

The link to this page is only available within the AARF / RARF / Integration AARF.
Email Notifications

**Submission Confirmation**
An email confirmation will be generated after an AARC/RARC has been submitted. The email will include a Case Number, Case Type, and Subject.

**Update Notification**
An email notification will be generated after an update has been made to the AARC/RARC. The email will include a Case Number, Case Type, and Subject.

**Pending a Response Notification**
An email notification will be generated if the AARC/RARC requires additional information. The email will include a Case Number, Case Type, and Subject.

**Rejection Notification**
An email notification will be generated if the AARC has been rejected. The email will include a Case Number, Case Type, and Subject.